



OVERVIEW

Radcal is committed to providing the best and most versatile measurement solutions available. We recognize that reliable comprehensive service is a critical part of that solution. For this reason, Radcal is pleased to offer a comprehensive Service Plan providing a fixed discounted price in exchange for the customer's commitment to regular periodic maintenance.

The key elements of the service plan include:

- ***Conformance Testing***
- ***Certified Calibration (17025 Optional)***
- ***Extended Warranty***

Term

Systems are eligible for Service Plan pricing for up to **10 years** from the original system ship date. For new equipment the Plan may begin immediately upon purchase.

For older equipment, the Plan period (and the Extended Warranty) begins on the first service date. Should the system be out of warranty at that time and need repair, repair costs would be the responsibility of the customer.

Termination

The Service Plan is based on the assumption that the system will be serviced regularly according to the specified schedule. Should the customer choose to disregard the schedule (i.e. miss the service date by 30 days or more), the Service Plan will automatically terminate and future service will be provided at regular list prices at the time of service.

Courtesy Reminder

The Radcal customer Care team will provide the customer a courtesy reminder through the contact listed below. It is the customer's responsibility to keep this information current so that reminders remain effective.



THE CERTIFICATE OF CONFORMANCE

Radcal Conformance Testing is a ***unique service offered by Radcal***. This testing encompasses a full battery of diagnostics establishing that instruments meet or exceed all applicable manufacturers' specifications. Equipment is subjected to thorough physical inspection and electrical operations testing. This includes all operating modes and the entire dynamic range of instrument performance. Customers are assured that Radcal instruments and equipment meet the standards of ***ISO 9001:2008, Section 7.6***. Successful completion of Radcal conformance testing is documented with a formal Certificate of Conformance.

Interchangeability

One of the unique advantages of Radcal's Accu-Gold family of products is that components are fully ***interchangeable***. Radcal guarantees that its calibration specifications will be met when detectors (ion chambers, dose diodes, and multi-sensors) are exchanged between compatible control units (Accu-Gold, Rapid-Gold, etc.). A consequence of this design is that each component can be tested for conformance independently. Once certified, the customer is ensured that the performance of all interoperable components will perform within specifications ***regardless of how they are combined***. Additionally, conformance testing provides the means to service or repair individual elements of your system without the need to send in the entire system.

Compliance

Ensuring that your device meets or exceeds Radcal's demanding specifications often satisfies our customer's requirement for compliance with federal, state, and corporate regulations. The Radcal Certificate of Conformance is ***more economical, and yet more comprehensive***, than most Certified or 17025 Calibrations performed by other providers.



Service Schedule

The schedule on which your equipment must be serviced is generally determined by state, federal, or corporate guidelines. When there is flexibility, Radcal can help you determine the service cycle (*typically 12 or 24 months*) that is right for you based on factors like frequency of use, and ruggedness of your measurement environment. Be assured that Radcal equipment is unparalleled in reliability and robustness; many systems are still in use after more than 30 years.

Prompt Service

Radcal understands that your system is critically important to your business. For this reason we strive for and generally achieve a thorough servicing of your instruments in *10 business days or less*. This excludes shipping time which is generally outside of Radcal's control. It is important to note that most delays occur when customers fail to provide prompt authorization servicing costs. Radcal offers *Expedited Service for a flat fee of \$150*, which guarantees to reduce in-house servicing time to 3-5 business days. Naturally, the customer must provide prompt authorization for repair or service costs in order to get the full benefit of expedited service.

CERTIFIED CALIBRATIONS

In some applications, a certified calibration that documents the performance of your instrument at a specific operating point may be required or desired. Certified Calibrations build on Radcal's Conformance Testing to further qualify the performance of your system for a *specific sensor/control unit combination*. Radcal offers these calibrations for a comprehensive list of system configurations and operating points *including those encompassed by MQSA* (Mammography Quality Standards Act). In addition to these standard operating points in many instances we can offer custom calibrations.



AS FOUND/AS LEFT DOCUMENTATION

Customers may request As Found/As Left reports with their calibration services (17025 requires these). These reports are useful (and in some cases necessary) to align measurements made prior to calibration and afterward. In the event that the system is changed during the course of our service due to mandatory alteration or repair, As Found/As Left provides two calibration certificates. These reports characterize the system's state upon arrival and departure from Radcal's Calibrations Lab.

17025 CERTIFIED CALIBRATIONS

ISO/IEC 17025 was initially issued by the International Organization for Standardization in 1999. ***Radcal maintains a fully accredited 17025 Calibration Laboratory.*** For those applications requiring a 17025 certified calibration, Radcal documents the performance of your instrument at the specific operating point(s) required. As with general Certified Calibrations, Radcal 17025 Calibrations build on Radcal's Conformance Testing to further qualify the performance of your system for a specific sensor/control unit combination. Radcal offers these 17025 Calibrations for a comprehensive list of system configurations and operating points.

THE EXTENDED WARRANTY

Radcal offers the opportunity to extend your factory warranty through Extended Warranties for up to 10 years from the original equipment ship date. Radcal Corporation warrants that in the event any defects in material or workmanship should develop within the extended warranty period, the company assumes full responsibility for repair and servicing of the equipment. Shipping costs to Radcal

Service Plan Description



are the responsibility of the customer. Costs to return ship equipment to customers (via UPS surface) will be paid by Radcal.

Radcal shall not be held liable for damages or delays caused by defects beyond making repairs or furnishing replacement parts, nor shall Radcal be liable for any defective material replaced without its consent during the period of the extended warranty. Radcal reserves the right to perform warranty service at its own factory. The extended warranty specifically excludes batteries.

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